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May 20, 2008

Dear Mr. Zimmerman and Members of the Board of Directors:

The Riders' Advisory Council would like to take this opportunity to congratulate Metro on the successful completion of the 30-Line study and to support Metro's moving forward with the recommendations presented by staff.

As representatives of Metro's riders, we would like to highlight the collaborative nature of the study and note that, in contrast to other proposed changes implemented by the Authority, the public hearings were the conclusion of a long, inclusive public process rather than the extent of one. Riders were given multiple opportunities to express their concerns about the current service and to propose and comment on plans for improvements. Participants were given the chance to "take ownership" of their bus route and rose to the challenge. We hope that Metro will continue this kind of extensive public outreach and collaboration as it moves forward with other plans for service changes.

It's also important to note that the recommended changes introduce new service to riders while maintaining the vital cross-town connections that serve as lifelines to jobs, medical facilities and other community amenities. Metro's recognition of the critical importance of its services and the need to cause minimal disruption for its current riders when making service improvements is an important demonstration of respect for both its current and prospective customers.

Lastly, Metro staff has committed to reviewing the changes with the public after their implementation to ensure that the new and revised routes are performing as intended. This important step demonstrates that Metro is willing to continue to work with its riders to make changes and improvements, even after the implementation of the new service.

We appreciate Metro's willingness to work with the RAC on this project and especially appreciate the efforts of Jim Hamre, the study's project manager, to involve the RAC and community in planning for Metro's future.

As always, the RAC, from our shared perspective as users of the system, appreciates the opportunity to present its advice to the Metro Board.

Sincerely,

Nancy Iacomini, Chairman